User Guide

BlackBerry Messenger

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BlackBerry

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Contents

About BBM 5
Benefits of using BBM 5
What's new in BBM 5
BBM icons 5
Check for the latest version of BBM 7
Requirements 7

FAQs 8
Why do I need a BlackBerry ID to use BBM? 8
What sounds can I set for BBM? 8
How do I turn off ping vibration? 8

Get started using BBM 9
Navigate BBM 9
Add a contact by scanning a barcode 9
Change your BBM picture or name 9
Start a voice chat 10
Show your BBM barcode 10

Tips and tricks 11
Be notified when a contact becomes available 11
Request a better quality picture 11
Change chat bubble colors 11
Organize contacts into categories 12
Change a contact's BBM name or picture 12
Share your apps with contacts 12
Change your options 13

Learn more about using BBM 14
Chats, status, and profile 14
Contacts 16

BBM Channels....17
BBM Groups....21

Restoring your BBM data....24

Troubleshooting BBM....25
My display picture isn't animating....25
A contact that I tried to add isn't appearing....25
My contacts and groups are missing....25
Some features aren't available in BBM....26

Legal notice....27

About BBM

Benefits of using BBM

Unlike text messaging, where you might pay for each message that you send, BlackBerry Messenger (BBM) uses your wireless service plan so you can send as many messages as you want. You can use BBM to chat and share files in real-time with other people who have BlackBerry smartphones. For example, you can see when someone has read your messages, and you can move your conversations to BBM Voice chats.

To connect with more people at the same time, you can collaborate on task lists, appointments, and pictures using a BBM group, or share and comment by joining a BBM channel.

Depending on your wireless service provider or organization, some features might not be supported. For more information about BBM, visit www.blackberry.com/support.

What's new in BBM

The new features and enhancements for BBM 8.5 include the following items:

- If your contact is part of the same organization, you can start a BBM Protected chat. BBM Protected encrypts your chat to help keep it more secure.
- You can send attachments up to 16 MB.
- You have 16 new emoticons.

BBM icons

When something new happens in BBM, you see or on the home screen of your BlackBerry smartphone.

Chats

	A new item or update. To clear this icon, open each item that has this icon.
	An unread message. When you open the chat, the person sees that you have read it.
	A multiperson chat is open.

	The contact is available for a BBM Voice chat.
	Your message is being sent.
	Your message has been sent, but the person hasn't received it yet.
	Your message has been delivered, but the person hasn't read it yet.
	Your message has been read.
	Your message couldn't be sent. To resend the message, in the menu, click **Resend**.

Contacts

	The contact is busy.
	You set a notification for this contact. When the person is available, you will receive a message.
	A text messaging contact.
	You invited this person to become a BBM contact. The person hasn't accepted the invitation yet.

BBM Groups

	Comments have been added.
	A voice note has been added.
	You marked the picture as a favorite.
	An administrator for the group. The person can control membership and delete the group.
	This group is a BBM Protected group.

BBM Channels

	The number of people who read your post. This number appears on posts that you own.
	The number of people who liked your post
	The number of comments on your post
	You marked this channel as a favorite
	The post, comment, or channel is flagged as inappropriate
	Verified channel
	Private channel Only channel owners can invite people to this channel. Private channels don't appear in channel searches.

Check for the latest version of BBM

Depending on your version of BBM or your organization, this feature might not be supported.

You can manually download the latest version of BBM from the BlackBerry World storefront. For more information about BlackBerry World, on a computer visit www.blackberry.com/appworld.

1. Press the key > **Options**.
2. Press the key > **About BlackBerry Messenger**.
3. Press the key > **Check for Update**.

Requirements

- At least 7 MB of available application storage
- BlackBerry Device Software 5.0 or later
- A wireless service data plan

Depending on your wireless service provider or organization, you might not be able to use BBM.

FAQs

Why do I need a BlackBerry ID to use BBM?

A BlackBerry ID is required before you can use certain BBM features, such as BBM Voice and BBM Channels.

By logging in with a BlackBerry ID, your BBM contacts are backed up over the wireless network, which makes it easier to restore your BBM data if you switch BlackBerry smartphones.

What sounds can I set for BBM?

You can set notification options—such as tone, LED, or vibration—for BBM in the sounds application by editing a sound profile to customize the following BBM items:

- The **BBM New Message** item is for incoming messages.
- The **BBM Voice Chat** item is for incoming voice chats.
- The **BBM Groups** item is for BBM Groups.
- The **BBM Alert** item is for availability notifications that you set for a contact.

For more information about changing your ring tones, sounds, and alerts, click the **Help** icon on the home screen of your BlackBerry smartphone.

How do I turn off ping vibration?

1. Press the key > **Options**.
2. Clear the **Vibrate When Receiving a Ping** checkbox.
3. Press the key > **Save**.

Get started using BBM

Navigate BBM

When you open BBM, all of your existing chats, including group and channel chats, are displayed. If you don't have any chats, your contacts are displayed.

- To navigate to other BBM screens, click an icon on the navigation bar at the top of the screen.
- To clear a draft message in a chat, press and hold the **Shift** and **Delete** keys.
- To quickly move to another category on the **Contacts** screen, press the **Space** key.
- To mark a group picture as a favorite, press **F**.

Depending on the typing input language or the keyboard that you are using, some shortcuts might not be available.

Add a contact by scanning a barcode

Your BlackBerry smartphone must have a camera to perform this task.

The person might need to accept your invitation before the person is added to BBM. If you have NFC technology on your smartphone, you can also add contacts using BlackBerry Tag. For more information about NFC technology, click the **Help** icon on the home screen of your smartphone.

1. Press the key > **Invite to BBM** > **Scan a PIN barcode** > **Start Scanning**.
2. Hold your smartphone so that all four corners of the barcode appear on your screen. Continue to hold the smartphone until you hear the success beep.

Change your BBM picture or name

Change your display picture to suit your mood using a variety of images, including animated pictures.

If you're in a hurry, you can click your display name at the top of the screen to change your name and then scroll down to exit inline editing.

1. At the top of the screen, click your BBM picture.
   - To change your picture, click it again. Select a new picture.
   - To change your BBM name, type a new name.
2. Press the key > **Save**.

Start a voice chat

You can use BBM Voice to make a call over a Wi-Fi network to any of your contacts. If you're using a headset or the speaker, you can multi-task during a call by minimizing the voice chat screen.

1. Connect your BlackBerry device to a Wi-Fi network.
2. In a BBM chat, click the icon or the **Send** key.
3. To minimize the call so that you can send a file, click **Open Chat**. To maximize the call, click **View Call**.

To end a voice chat, click the **End** key or **End** icon.

Show your BBM barcode

When you show your BBM barcode, other people can scan it to add you as a BBM contact or invite you to a group or channel.

1. At the top of the screen, click your BBM picture.
2. Beside the **PIN Barcode** field, click **Show**.

Tips and tricks

Be notified when a contact becomes available

If a contact's status is set to **Busy**, BBM can notify you when the contact becomes available.

1. On the navigation bar at the top of the screen, click the **Contacts** icon.
2. Highlight a contact whose status is set to **Busy**.
3. Press the key > **Set Contact Alert** > **OK**.

To cancel the notification, press the key > **Clear Contact Alert**.

Request a better quality picture

If a BBM contact sends you a picture that you might want to print or use on another device, such as a computer, you can request the full-size picture. The contact can accept or decline your request.

1. In a BBM chat, highlight a picture that you received.
2. Press the key > **Request Higher Quality Picture**.
3. When you receive a larger version of the picture, click the picture to view and save it.

Change chat bubble colors

You can specify chat bubble colors for your BBM contacts instead of using the default color.

1. From a contact's profile, change the **Bubble Color** field to a different color.
2. Press the key > **Save**.

To return all of your contacts to the default chat color, press the key > **Options**. Beside the **Bubble Colors** field, click **Reset**.

Organize contacts into categories

1. On the navigation bar at the top of the screen, click the **Contacts** icon.
2. Press the key > **New Contact Category**.
3. Type a name and click **OK**.
4. Select the checkbox beside the contacts that you want to add to the category.
5. Click **OK**.

Change a contact's BBM name or picture

To change a contact's picture, you need to link the BBM contact with the Contacts application and set a picture.

If a contact hasn't set a BBM picture or if you have a few contacts using similar names, you can set a picture or rename the contact on your BlackBerry smartphone.

1. Click the contact's picture until the person's BBM profile opens.
2. Do any of the following:
   - Type a new name.
   - Change the **Use BlackBerry Contacts Image** field to **Yes**.
3. Press the key > **Save**.

Share your apps with contacts

You might be able to connect some applications to BBM so that you can chat with your contacts and other BBM users and share your app activities on your BBM profile.

To use this feature, you might need a wireless service data plan that supports the BlackBerry World storefront or browsing.

1. Press the key > **Options**.
2. Beside the **Application Access** field, click **Edit**.
3. Beside an app, click **Edit**.
4. Select the **Post recent activities to my profile** checkbox.

To delete an activity update, highlight an update on your profile. Press the key > **Remove activity** > **OK**.

Change your options

You can change your BBM options to personalize your experience. For example, you can customize how messages appear in chats.

1. Press the key > **Options**.
2. Change one or more options.
3. Press the key > **Save**.

You might be able to change additional options from group or channel profiles depending on your permissions.

Learn more about using BBM

Chats, status, and profile

Change your status

You can change your status message from your profile by typing a message, changing your status to busy, or selecting a saved status.

If you're in a hurry, you can click your display name at the top of the screen to change your status and then scroll down to exit inline editing.

At the top of the screen, click your BBM picture.

- Click the **Status** field and click a status.
- In the **Personal Message** field, type a status message. Press the key > **Save**.

Start a BBM chat

You can use BBM to chat in real-time with contacts who have a BlackBerry device. Share pictures, voice notes, your location, or other files.

You can ping the contact to make the person's device vibrate or invite others to the conversation using the menu.

1. On the navigation bar at the top of the screen, click the **Contacts** icon.
2. Click a contact.
3. Type a message.
4. To attach an item or add an emoticon:
   - To attach an item, press the key > **Send**. Select an item to share. Press the key.
   - To add an emoticon, click . Select an emoticon. Press the key.
   - To add a sticker, click > . Click a sticker to send it immediately.

Start a BBM Protected chat

- Your BlackBerry device must be associated with a BlackBerry Enterprise Server.
- The contact that you want to chat with must be in your organization.
- Your administrator must have turned on BBM Protected.

You can use BBM Protected to enhance the security of your chat. The first time that you start a BBM chat or invite someone to join a BBM Protected group, you are prompted to share a passphrase. The BBM contact must enter the passphrase to join your chat or group. BBM generates this passphrase automatically.

1. On the navigation bar at the top of the screen, click the **Contacts** icon.
2. Click a contact.
3. When a passphrase appears on the screen, share it with your contact by email or text message (SMS).

After your contact enters the passphrase, the chat becomes active and you can start typing your message.

Send a broadcast message

You can send a message to multiple BBM contacts at one time.

1. Press the key > **New Broadcast Message**.
2. Type a message.
3. Change the **Category** field.
4. Select the checkbox beside the contacts that you want to send a message to.
5. Click **Send**.

Show what you're listening to

You can share which media files you're listening to with your BBM contacts.

When you're listening to music, your status message updates to display the current song title and artist (if available). Your status message returns to the last message that you typed when you're done listening to music.

1. At the top of the screen, click your BBM picture.
2. Select the **Show What I'm Listening To** checkbox.
3. Press the key > **Save**.

Download and buy BBM stickers

1. In a BBM chat, press the key > **Shop**.
2. Click an item.
3. In the upper-right corner of the screen, click the button with the price displayed on it.

To view your BBM stickers, in a chat, click > . When browsing through your stickers, click to return to the BBM Shop.

Contacts

Add a contact by typing an email address or PIN

The person must accept your invitation before the person is added to your BBM contact list. If you have NFC technology on your BlackBerry smartphone, you can also add contacts using BlackBerry Tag. For more information about NFC technology, click the **Help** icon on the home screen of your smartphone.

1. Press the key > **Invite to BBM**.
2. Type the contact information in the field.
3. Click **Send**.

Add a contact that uses text messaging

You can add a text messaging contact to BBM, so that you can send and receive texts in BBM along with your BBM chats.

Depending on your wireless service plan or organization, this feature might not be supported. Extra fees might apply for sending or receiving text messages.

1. Press the key > **Invite to BBM** > **Add a contact to text within BBM**.
2. Type the contact information.
3. If necessary, type the name that you want to appear in BBM.
4. Click **Add Contact**.

For more information about SMS or MMS text messaging, click the **Help** icon on the home screen of your BlackBerry device.

Link a contact with the Contacts app

When you link a contact with the Contacts application, you can use additional features in BBM, like sending the person an email during a chat.

1. On the navigation bar at the top of the screen, click **Contacts**.
2. Highlight a contact.
3. Press the key > **Link with BlackBerry Contact**.
   - If the person is already in the Contacts application, click **Select Contact**. Click a contact.
   - If the person isn't in the Contacts application yet, click **New Contact**. Type the contact information.

Unignore a contact

When you unignore a contact, you can receive invitations from the contact again.

1. Press the key > **Options**.
2. Beside the **Ignored Contacts** field, click **Edit**.
3. Select the checkbox beside the contact that you want to unignore.
4. Click **OK**.

Delete a contact

If you delete a BBM contact, you are also deleted from that person's contact list in BBM.

1. On the navigation bar at the top of the screen, click the **Contacts** icon.
2. Highlight a contact.
3. Press the key > **Delete Contact**.
4. Click **Delete**.

BBM Channels

BBM Channels subscribers

Join a BBM Channel

When you subscribe to a channel, you receive updates from brands and organizations, have the opportunity to comment on posts, and see what other people are saying. If you have a question, you can start a BBM chat with the channel owner.

1. On the navigation bar at the top of the screen, click the **Channels** icon > **New Channel**.
2. Do one of the following:
   - To join a featured channel, select the channel and click **Join**.
   - To search for a channel, in the **Search Channels** field, type your search terms. Press the key.
   - To join a channel using a PIN, in the **Search Channels** field, type the channel PIN. Press the key.
   - To join a channel using a barcode, click **Scan Barcode**.

To stop subscribing to a channel, in your Subscriptions list, highlight a channel. Press the key > **Leave Channel**.

Search for a channel

The channel owner must turn this option on before the channel will appear in the search results.

1. On the navigation bar at the top of the screen, click the **Channels** icon > **New Channel**.
2. In the search field, type your search terms and press the key.

From the search results, you can view a channel's profile or join a channel.

View a channel's profile

1. In your Subscriptions list, select a channel.
2. Press the key > **View Channel Info**.

Comment on a post

In a channel, click a post.

- To add a comment, press the key > **Compose Comment**.
- To report a post or comment as inappropriate, press the key > **Report** > **Post** or **Comment**.

Chat with a channel owner

If a channel owner allows messages from subscribers, you can chat with the owner. When you start a chat with a channel owner, the chat appears in your list of BBM chats.

1. In a channel, press the key > **Chat with Channel Admin**.
2. Type a message.
3. Press the key.

Report a channel

You can report a channel as inappropriate to the channel owner.

1. In your Subscriptions list, highlight a channel.
2. Press the key > **Report Channel**.

To withdraw your report, press the key > **Remove Complaint**.

Leave a channel

1. In your Subscriptions list, highlight the channel you want to leave.
2. Press the key > **Leave Channel**.

BBM Channels owners

Create a BBM Channel

You can create a channel to showcase your interests or a brand or service that you represent or own. As a channel owner, you can communicate with your subscribers and share posts and updates.

1. On the navigation bar at the top of the screen, click the **Channels** icon > **New Channel** > **Create Channel**.
2. Add a picture for your channel profile.
3. Type a name for your channel.
4. If you want to control who can join your channel, select the **Private Channel** checkbox. You can't change this option later.
5. Select a category for your channel. You can change this option later.
6. Click **Create**.
7. If necessary, complete the channel owner profile.
8. Click **Finish**.

Change a channel

You must be the channel owner to complete this task.

You can change the channel picture, status, welcome message, delete posts and comments, and more. You can also prevent subscribers from being able to comment on posts or start BBM chats with you.

In a channel that you created, do any of the following:

- To delete a comment or a post, highlight the item. Press the key > **Delete**.
- To change information or settings for the channel, at the top of the screen, click the picture for the channel profile.
- To update your chat hours, scroll to **Settings**. In the **Communication Options** section, click a different chat option.

Add a post to a channel

You must be the channel owner to complete this task.

Each post can include up to 400 characters, a picture, and emoticons. You can see how many people read, like, or comment on your post.

1. In a channel you created, click **Add Post**.
2. Type a post title and message.
3. Do any of the following:
   - To add a picture, click the **Pictures** icon. Click a new picture.
   - To add an emoticon, click the **Emoticon** icon. Click an emoticon.
4. Click **Post**.

Repost from another channel

You can share a post from another channel in your channel. You can't edit posts that you repost.

1. Highlight the post that you want to share.
2. Press the key > **Repost**.
3. Select your channel that you want to add the post to.

Invite contacts to join your channel

1. In a channel that you created, press the key > **Invite to Channel**.
2. Click one or more contacts to send the invitation to.
3. Click **OK**.

Allow your subscribers to chat with you

1. In your My Channels list, highlight a channel that you own.
2. Press the key > **View Channel Info**.
3. Scroll left to the **Settings** section.
4. In the **Communication Options** section, do one of the following:
   - To allow your subscribers to contact you any time, click **Always**.
   - To set up specific times for chats, click **Scheduled**. Select the checkbox next to each day you want to be available. Change the time as needed. Click **OK**.
   - To prevent your subscribers from contacting you, click **Never**.

View statistics for your channel

You can view data on how people discovered your channel, how many people are subscribed to your channel, and how many comments, likes, and visits your channel receives.

1. In a channel that you created, press the key > **View Channel Info**.
2. Scroll to the **Stats** section.

View a list of subscribers to your channel

1. In a channel that you created, press the key > **View Channel Info**.
2. Scroll to the **Subscribers** section.

Delete a post or comment

1. In a channel that you created, highlight the post or comment that you want to delete.
2. Press the key > **Delete Post** or **Delete Comment**.

Delete your channel

If you choose to delete your channel, the channel and all of its data will no longer appear in BBM. You can't restore a deleted channel.

1. Highlight the channel you want to delete.
2. Press the key > **Delete Channel**.

How do I get my BBM Channel verified?

The icon identifies channels with authoritative content from people, brands, and services as verified channels.

BlackBerry reviews BBM Channels across a variety of subjects on an ongoing basis and might identify some channels as verified, but you can't request this identification specifically.

BBM Groups

Create a BBM group

When you create a group, you automatically become an administrator for the group.

Depending on your wireless service provider or organization, you might not be able to use the BBM Groups feature.

1. On the navigation bar at the top of the screen, click the **Groups** icon > **New Group**.
2. Type a name for the group (you won't be able to change it later).
3. Change the **Group Icon** field.

4. Click **Create Group**.

Invite a BBM contact to a group

There can be up to 50 members in a group at a time. The contact must accept your invitation before the person is added to the group. You can only add BBM Protected contacts to a BBM Protected group.

Depending on the permissions that an administrator of the group has set, you might need to be a group administrator to perform this task.

1. In a group, click **Members** > **Invite to BBM Group** > **Select from BBM contacts**.
2. Select the checkbox beside the contact.
3. Click **Send**.

Add a list, appointment, or picture

All members of the group can see lists, appointments, or pictures that you share with the group.

1. In a group, click one of the following options:
   - **Pictures**
   - **Lists**
   - **Calendar**
2. Add a new item.

Mark a picture as a favorite

When you mark a picture in a group as a favorite, after 28 days, other members might not be able to see the picture even though you can.

1. In a group, click **Pictures**.
2. Highlight a picture.
3. Press the key > **Tag as Favorite**.

Make someone a group administrator

You must be a group administrator to perform this task.

A group can have multiple administrators.

1. In a group, click **Members**.
2. Highlight a member.

3. Press the key > **Administration** > **Grant Admin Privileges**.
4. Click **OK**.

Remove a member

You must be a group administrator to perform this task.

1. In a group, click **Members**.
2. Highlight a member.
3. Press the key > **Remove** <***member's name***> > **Remove**.

Unless you change the group options, another member could reinvite the person to the group.

Leave or delete a group

You must be a group administrator to delete the group.

In a group, press the key.

- To leave the group, click **Leave Group**.
- To delete the group and all shared items, click **Administration** > **Delete Group**.

Restoring your BBM data

After associating a BlackBerry ID with BBM, your BBM contacts, profile, group memberships, and channels are automatically backed up over the wireless network.

If you update your BlackBerry Device Software or delete your BlackBerry smartphone data, you can restore your BBM data by using the same BlackBerry ID that you associated with BBM.

Related information

My contacts and groups are missing,25

Troubleshooting BBM

My display picture isn't animating

If your display picture isn't animating in BBM, try moving your cursor over it. If the display picture doesn't animate after a few seconds, try any of the following:

- Verify that the **Show Animated Display Pictures** checkbox is selected in your BBM options.
- Verify that you're using a .gif file that is not larger than 32 KB.
- Verify that the picture is square (the height and width, in pixels, are the same).

If necessary, you can try editing the file using a computer to adjust the size or dimensions.

A contact that I tried to add isn't appearing

If a contact remains in the **Pending** category in your BBM contact list, the person's BlackBerry smartphone might be turned off, the person might not have responded to your invitation yet, or the person might have ignored invitations from you.

Depending on your organization, you might not be able to add a person outside of your organization to BBM.

Try performing any of the following actions:

- If the person hasn't received the invitation yet, wait until the person receives and accepts the invitation before the person appears as a contact.
- If you added a contact and then switched smartphones shortly after, if the contact doesn't appear in BBM, you might need to add the contact again using your current smartphone.
- If the contact remains in the **Pending** category for a long period of time, you can delete the contact and try to add the person again.

My contacts and groups are missing

If your contacts are appearing but you're missing some of your groups, you can ask someone from the group to add you again.

If your contacts and groups aren't appearing in BBM, try the following:

1. Verify that your BlackBerry smartphone is connected to a wireless network.
2. If you have previously associated BBM with your BlackBerry ID, in your smartphone options, verify that you're using the same BlackBerry ID.

3. If you switched from a smartphone running BBM 6.2 or earlier and you still have access to your old smartphone, do the following:
   - On your old smartphone, update to the latest version of BBM and associate it with your BlackBerry ID.
   - To restore your BBM data, on your new smartphone, delete your smartphone data, open BBM, and sign in using the same BlackBerry ID.
4. If you created a backup file for a smartphone running BBM 6.2 or earlier on a computer, connect your smartphone to your computer using a USB cable and try restoring your smartphone data, including your BBM contacts and groups, using BlackBerry Desktop Software.

   Warning: Any pictures, songs, and applications currently on your smartphone will be overwritten by your backup file. If you want to keep these media files, consider using BlackBerry Desktop Software to back up these items first before performing this step.

Related information

Restoring your BBM data,24

Some features aren't available in BBM

Features might not be available in BBM for any of the following reasons:

- Your wireless service plan might prevent you from using some features or options.
- Your wireless service provider or organziation might not have set up some features or might prevent you from using some features or options.
- Some features might not be available for contacts using previous versions of BBM. Similarly, their wireless service provider or organization might prevent them from using certain features.

For more information about the features that are available on your smartphone, contact your wireless service provider or organization.

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